HUD Mortgage Premium Connection™

Instruction Guide

Version 10.0

December 2003

Chapter 1:   Introduction

Chapter Overview

In this chapter, the following topics will be presented:

- Introduction and welcome to the HUD Mortgage Premium Connection.

- Examining the benefits of the HUD Mortgage Premium Connection.

- An overview of the contents of this document.

- Conventions used in this document.

Introduction and Welcome

Welcome to the HUD Mortgage Premium Connection, Mellon Bank's WINDOWS™-based transaction initiation system. The HUD Mortgage Premium Connection (MPC) will streamline your premium payment input to HUD.

HUD MPC provides you with one easy-to-use offline input method for HUD's existing Automated Clearing House (ACH) programs including HUD's Mortgage Insurance Premium Collection Systems, Upfront and Periodic. The HUD MPC package will also provide the capability for you to receive uploads of any software revisions or updates without having to load a new diskette.

The documentation provided with the HUD Mortgage Premium Connection addresses the associated benefits, software installation, desktop features and an overview of online HELP. In addition, it is supported by the comprehensive online HELP which provides step-by-step instructions and will enable you to quickly and easily use the HUD Mortgage Premium Connection. However, if additional help is necessary, a dedicated support staff is available. You may contact the HUD ACH Outreach Team at 202-537-8004.

Benefits of the HUD Mortgage Premium Connection

The HUD Mortgage Premium Connection system provides the following benefits to mortgage lenders:

- **Timely reporting of deposits**

- **Upfront Edits on Entry fields**

- **User-friendly Windows-based system**
  Information is easy to access, read and manipulate in a WINDOWS environment.

- **Online Updates**
  Every time the HUD Mortgage Premium Connection is improved, changed, or updated, you will receive a broadcast message prompting you to download into your PC the most recent software version.

- **Enhanced Responsiveness**
  System response time to your input is improved significantly.

- **Easy Installation and Comprehensive Online HELP**
  This document provides clear instructions on the software installation process and briefly highlights all of the features available for offline assistance.

Document Overview

Chapter 1 - Introduction

- Introduces you to the benefits of the HUD Mortgage Premium Connection.

Chapter 2 - Software Installation

- Covers the components of software installation.

- Recommends what equipment to use with the software for ultimate performance.

- Individual PC installations.

- Instructs you on how to establish your communications parameters.

Chapter 3 - Guided Tour of the HUD Mortgage Premium Connection

- Provides a tour of the menu bar options and the toolbar buttons.

Chapter 4 - Online HELP

- Describes how to use the comprehensive online HELP provided with the HUD Mortgage Premium Connection.

- Lists who to call when you need person-to-person assistance when performing the startup or anytime you are using the services.

Since the HUD Mortgage Premium Connection is a WINDOWS-based product, you will find that throughout this manual WINDOWS is referenced often, especially when the function being described is not a function of the HUD Mortgage Premium Connection but strictly a function of WINDOWS. For WINDOWS support, you should refer to Microsoft for help.

Document Conventions

You will find the following conventions when an item of importance requires your attention.

> ☞ **Note:** These notations provide special information to help perform tasks.

> ! *WARNING***:**   Pay special attention to these messages.

> ☞ *IMPORTANT***:**   Represents actions you *must take* before proceeding.

> ⏱ **Shortcut:**   You will save time when you use the designated shortcuts.

> ☑   Check to make sure you do the action before moving on to the next step.

Chapter 2:   Software Installation

Chapter Overview

In this chapter, the following topics will be discussed:

- Equipment Recommendations.

- Pre-installation Checkpoints.

- PC Software Installation.

- Initial Setup Procedures.

- How to Verify Version.

- Online Updates.

Equipment Recommendations

To install the HUD MPC software, the PC configuration or computer system requirements we recommend are:

- A PC with a Pentium processor or better.

- A Modem with speeds of 28800 or above.

- A 3.5-inch high-density (1.44 Mbytes) disk drive.

- VGA Monitor

- Mouse

- A dedicated analog telephone line

- At least 8 Megabytes of RAM

- Installed WINDOWS - minimum of Windows 95 (required)

- 4 Mg of Hard Drive Space Available

- Anti-Virus software

- Installed DOS Version 6.x

☞ **Note:** It is **NOT** recommended to use HUD MPC in a network (LAN) environment or with a modem pool.

Note: HUD MPC will not run properly with Windows ME.

Before Installing

Check to make sure that:

✓ All applications are closed.

✓ The correct time and date reside on your personal computer.

PC Installation

Installing HUD MPC through WINDOWS is easy. Just follow the step-by-step instructions provided and if you need assistance, contact the HUD ACH Outreach Team at 202-537-8004.

☞ **Note:** At any time during the installation process, you may click on the **OK** button *or* press the **<Enter>** key to continue.

The software provided consists of two 3½" Double-Sided/High Density (DSHD) diskettes.

1.   Microsoft WINDOWS should be active.

2.   Insert **diskette #1** into the 3½" drive (**A:** or **B:** drive).

3.   Click Start.

4.   From the list, click on **Run...** to display the **Run** dialog box.

5.   To run the Program Setup do one of the following (either *Step A* or *Step B*):

   Step A*:*

   •   In the Open field, type the name of the disk drive in which your diskette resides (**A:** or **B:**) and the word **SETUP.EXE** immediately following (i.e., **A:SETUP.EXE** or **B:SETUP.EXE**).

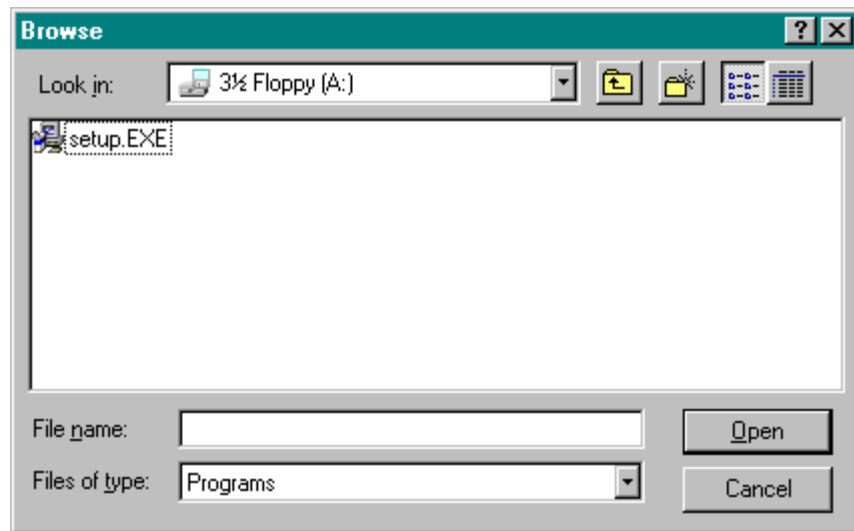   •   Click on the **OK** button.
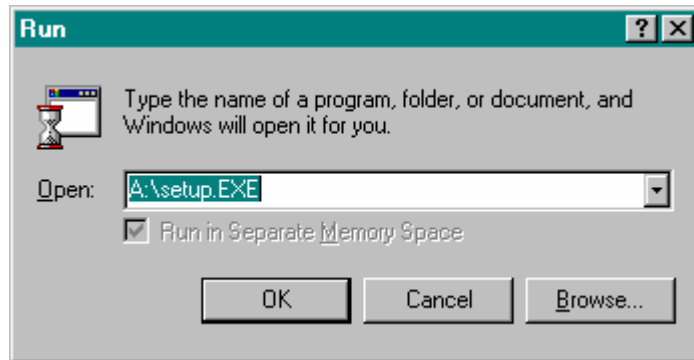
OR

Step B:

- Click on the **Browse...** button in the **Run** dialog box.

- In the **Browse** dialog box, click on the drop-down arrow in the Look In: field.

- Click on the disk drive in which your diskette resides (**A:** or **B:**).

  In the upper left hand corner of the **Browse** dialog box, highlight "**setup.exe**"and then click on Open..

This redisplays the **Run** dialog box with your selection populating the Open field with what you have just selected.
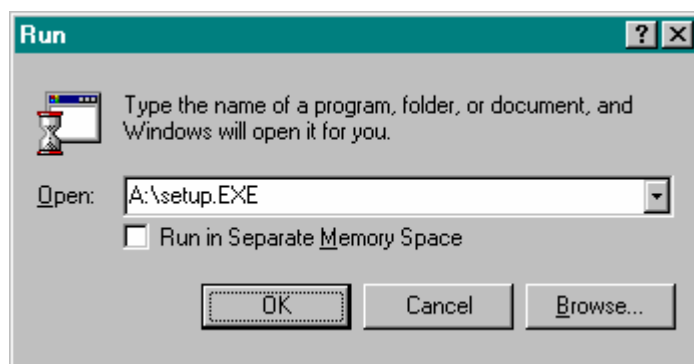
Click on **OK**.

6. After *Step A* or *Step B* is completed, the **Choose Destination Path** dialog box displays. To select the default directory, **C:\HUDMPC**, click on **OK**. However, you may choose a different path by renaming the default directory. (The "path" refers to the drive and directory where HUD MPC will be installed.)

7. Click on the **OK** button.

8. You will be prompted to insert **diskette #2**. Insert **diskette #2** and click on **OK**.

9. When the installation is complete, you will receive a message box indicating the installation process is complete and has been successfully installed. Click on the OK button and you will be returned to your Desktop.

A Program Group named "Mellon Applications" is created and within that resides three icons for HUD MPC. If you have chosen a different drive, path or window other than the defaults provided, a Program box will still be created.

To Overwrite Files

If HUD MPC already exists on your PC, the **Install** dialog box will display asking you to verify the directory in order to overwrite (replace) the HUD MPC files which already exist.

- Click on the **OK** button in the **Choose Destination Path** dialog box.

- The **Install** dialog box displays. Click on the **Yes** button.

From this point, installation will continue normally.

To Cancel Installation

The installation process may be canceled at any time by:

- Clicking on the **Cancel** button in the **Installing** dialog box.

- You will receive the message "Do you want to abort this installation?" Click on **Yes**. The message "Installation aborted" will display and return you to our Desktop.

The files installed up to the point of cancellation will exist in the path chosen until deleted or overwritten with a reinstall.

Initial Setup Procedures

If you are accessing HUD MPC for the first time, follow the setup procedures detailed below:

1. Double-click on the **HUD MPC Comm Test** icon to display the **HUD MPC Communications Test** window.

☞ **Note:** You are required to perform a communications test before you will be permitted to access any other software features.

2. In the **HUD MPC Communications Test** window's menu bar, click on **Comm Settings!** to display the **Communications Settings** window.

3. In the **Communications Settings** window:

    a. Select CompuServe as your primary telecommunications service.

    b. Select the telecommunications parameters (i.e., baud rate, communications port, dial type, service host address).

    c. Enter the digit required at your location to dial out from a telephone (usually a "9,") in the Dial Prefix field if necessary.

    d. Enter your local CompuServe telephone number in the Phone Number field or place the cursor in the Phone Number field and double-click with the left mouse button to display an alphabetical listing of the valid CompuServe telephone numbers (by State, City) from which you can make a selection.

☞ **Note**: If you are dialing outside of your area code, key the area code in the phone number field.

    e. Select (highlight) the Phone Number you want and click on Exit to redisplay the **Communications Settings** window.

    f. When you have completed entering all of the required information, click on OK to redisplay the **HUD MPC Communications Test** window.

4. In the **HUD MPC Communications Test** window's menu bar, click on **User Settings!** to display the **HUD MPC User Set Up** window.

5. In the HUD MPC User Set Up window, enter the desired report heading you wish to see displayed on your reports in the Report Heading field (usually your company name). Then enter the Datamover Site ID assigned to you by Mellon Bank in the Datamover Site ID field. The format is H#####HT. The #'s represent numbers (This appeared on the bottom of the letter that was included with your software.) Click on OK to process the information and redisplay the HUD MPC Communications Test window.

6. In the **HUD MPC Communications Test** window, click on OK to initiate a communications test to Mellon Bank. If the test is successful, a message indicating that the communications test was successful will display (i.e., 'Your system has been successfully certified.'). If the test is unsuccessful, an error message will be displayed including a phone number to call for assistance. This communications test may take up to five minutes.

7. Next, double-click on the **HUD MPC Setup** icon to display the **HUD MPC Setup** window where all of your mortgagee information must be entered (e.g., Mortgagee ID, Mortgagee Name, Upfront PIN, Periodic PIN, etc.).

8. After entering all of the required information in this window, you must verify (Verify button) or delete (Delete button) your entries. Verifying your entries will ensure that you have entered valid Mortgagee ID(s) and PIN(s) and will allow you to use this information when you are remitting premium payments to HUD. Please be sure to select everything that needs to be verified. Select (Verify ALL) button for new set ups or select only new information for additions.

   You may select an entire row of data by moving your cursor to the immediate left of the mortgage ID field. When the cursor changes to a check mark, click your mouse to select the entire row. Repeat if necessary for additional rows. Once this information has been verified, a message stating so will display (i.e., 'Your Mortgagee ID(s) and PIN(s) have been successfully verified.'). Should you receive an error message stating that one or more of your Mortgagee ID(s) or PIN(s) are invalid, and you have confirmed that the correct mortgagee information was entered, select those items that were not verified and click on Verify. If you receive an error message again, contact the HUD ACH Outreach Team at 202-537-8004.

☞ **Note:** The Upfront and Periodic Mortgagee IDs must be on separate lines. The Upfront Mortgagee IDs should be 10 digits and the Periodic Mortgagee IDs should be 5 digits.

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9. Select the Exit option from the File menu bar (of the HUD MPC Setup window) to exit the Setup screen. If you encounter a problem during set up, please call the HUD ACH Outreach Team for assistance.

☞ IMPORTANT: If you do not receive a successful verification, you will not be permitted to create files.

Examples of the set up screens are on the next page.

Communication Settings

Primary Settings

Active ☒

Speaker ☒

Baud 9600

Service Compuserve

Port COM1

Dial Prefix 9,

Dial Type Tone

Phone Number 471-6417

Address HUDVAL

DMVR Address HUDMPC

Secondary Settings

Active ☐

Speaker ☒

Baud 9600

Service SprintNet

Port COM2

Dial Prefix 9,

Dial Type Tone

Phone Number

Address 41252

DMVR Address 412191

[OK] [Cancel]

HUD MPC User Setup

Report Heading ABC Mortgage Co

Datamover Site ID H12345FT [OK] [Cancel]

HUD MPC Setup

File Settings Hangup Help

Mortgagee ID	Mortgagee Name	UpFront PIN	Periodic PIN	Status
1111111111		####		Verified
99999			####	Verified

Offline   Verify   Delete   Select All   Select None

How to Verify Version

To verify which version of the HUD MPC software resides on your PC, click on **Help** from the menu bar then click on **About HUD MPC**.

Online Updates

The Update **HUD MPC** feature allows you to update your current version of the HUD MPC software with a new version from the **File** menu. The system will prompt you with a dialog box to advise you that a new version of HUD MPC is available.

There are two categories of updates:

1. A "major version update" contains major changes/enhancements to HUD MPC that are required by *all* users. This type of update is usually available 2 weeks prior to its effective date.

2. A "minor version update" contains minor enhancements to HUD MPC that may be required by some users. This type of update can be performed at any time.

Refer to "Updating HUD MPC" in online HELP for more detail.

☞ **Note:** Your setup information (i.e., mortgagee numbers, PIN(s), mortgagee names) remains in tact each time you use the **Update HUD MPC** feature.

❗*WARNING:* If a major version update is not updated by its effective date, the system will not allow you to initiate transactions until you select **Update HUD MPC** from the main desktop's **File** menu. A major version update may take up to 20 minutes or longer to complete, depending on your baud rate. However, if a disconnect or failure occurs during an update, the next time you connect HUD MPC will resume updating from your last good acknowledgment of files.

Chapter 3: Guided Tour of the HUD System

Chapter Overview

In this chapter, the following topics will be examined:

- Using HUD Mortgage Premium Connection

- The Menu Bar Options

- The Status Bar

- The Button Bar

The HUD Mortgage Premium Connection

After you double click on the **HUD MPC** icon, HUD MPC will display with the titlebar naming HUD MPC system as the active application; the menu bar and the status bar.

Using HUD MPC

When using the HUD MPC's windows, the buttons listed below perform in the following ways:

- **OK button and <Enter> key**
  Click on the **OK** button or press the **<Enter>** key to process your selections. During processing, a status bar (located directly above the **OK** and **Cancel** buttons) indicates the percentage complete.

- **Cancel button**
  Click on the **Cancel** button to remove this window (without processing any changes) and return to the desktop.

Menu Bar Options

The following is a brief outline of the options contained in the menu bar. Detailed descriptions can be found in online HELP.

File Menu

The **File** menu contains the following functions:

- **Print Setup**
  Selecting **Print Setup...** from the **File** menu displays the **Print Setup** dialog box from which you can select a printer and set printing options.

  The available options depend on the type of printer selected.

- **Exit**
  Selecting **Exit** from the **File** menu closes the HUD MPC desktop and redisplays your WINDOWS desktop.

Settings Menu

The **Settings** menu contains the following functions:

- **Communications**
  Selecting **Communications** from the **Settings** menu displays the **Communication Settings** window. This window is used to select a primary telecommunications service and allows you to change the modem baud rate, communication port, dial type, phone number, etc.

- **Setup**
  Selecting **Setup** from the **Settings** menu displays the **Setup** window.
  This window is used to enter your Mortgagee ID(s) and PIN number(s) which you will have to verify against the masterfile at Mellon Bank.

- **User**
  Selecting **User** from the **Settings** menu displays the **User Setup** window. This window is used to enter your Datamover Site ID and the heading that will appear on reports.

Hangup

Selecting **Hangup** from the menu enables you to hangup in the middle of a transmission.

Help Menu

The <u>**Help**</u> menu contains the following functions:

- <u>**Contents**</u>
  Transfers to the Contents page of HELP. Provides a listing of the basic HELP topics.

- <u>**Search for Help on...**</u>
  Allows you to select and search on a specific item, topic, or term by transferring you to the **Search** window in which you can enter all or part of the character string you wish to find.

- <u>**About**</u>
  Indicates the current version of the HUD MPC that resides on your PC and copyright information.

Detailed information on HELP can be found in Chapter 4 or directly in online HELP.

Status Bar

At the bottom of the **HUD MPC** window, the status bar boxes provide the following types of information:

1. The first box displays information about what is happening with the system at the current time.

2. The second box displays the current (active) Site ID. The Site ID will be helpful if you need to contact Mellon Bank.

3. The third box displays an informational message code, when applicable (i.e., an error message code, etc.). This message code may be helpful to the HUD ACH Outreach Team associate if you encounter a problem.

4. The fourth box shows the date in MM/DD/YYYY format.

5. The fifth box shows your computer's current system time in military format (HH:MM:SS).

The following pages illustrate other main HUD MPC screens.

The HUD MPC main screen is divided into two parts; the first screen displays the items pending transmission, the second screen displays all previously transmitted data. To toggle between the two screens, simply select the box next to Display Transmitted Transactions. Once this is selected, the box next to it will tell you the file name where these transactions reside. This is helpful when backing up history onto a disk for future reference. You should occasionally copy the transmitted files to a diskette and delete the files from your hard drive to clear space.

The FIND button enables you to enter information you want to find without paging through the screen. The find options are Mortgagee, Case #, Program, Amount and Effective Date. The ADD button will forward you to the Add a Transaction screen where you can select the desired program.

The MODIFY button enables you to modify a transaction PRIOR to transmitting the file to Mellon Bank. This button is not available for Periodic transactions. The CORRECT button can only be used for Upfront New Purchase and Upfront Refinance transactions that have already been transmitted. This button will forward you to the correction screen for these transactions. Corrections must be initiated at least one day after the original transaction was transmitted.
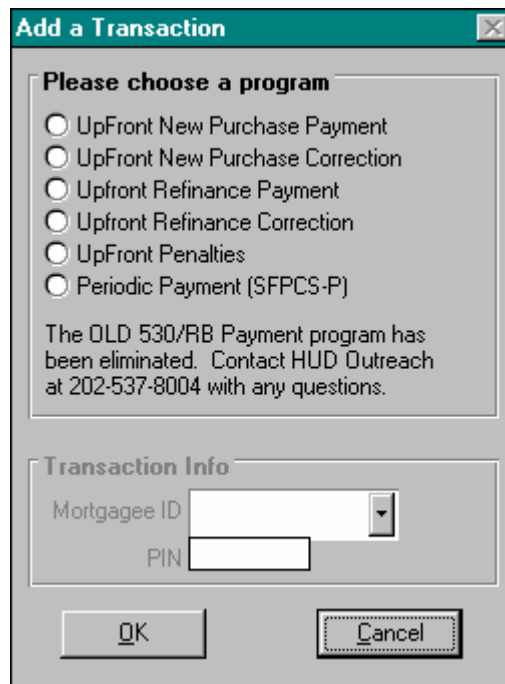
The COPY button will copy a transmitted file and put it in a Pending status. This enables you to modify a transaction that was previously transmitted without having to reenter the entire transaction. **This button is not available for Periodic transactions.**

The DELETE button enables you to delete a particular transaction on the screen. This will delete the transaction from your pc. **It will NOT delete a transaction that has already been transmitted to Mellon from the system.** It is recommended that you first save the transaction onto a diskette for future reference.

The PRINT button enables you to print transaction(s) to maintain for your records. The TRANSMIT button enables you to transmit all items that have been selected.

The SELECT ALL and SELECT NONE buttons will highlight all items on the screen or "deselect" all items that were previously selected.

Click on the Add button to add a new transaction. The following screen will appear:

Based on which program you select one of the following screens will appear:

UpFront New Purchase Payment

Mortgage Data

FHA Case Number [-]

Closing Date [/ /]

Effective Date [/ /]

UFMIP Summary

UFMIP Amount [$0.00]

Late Charge (4%) [$0.00]

Interest Charge [$0.00]

Total UFMIP [$0.00]

[Save] [Add New] [Done]

UpFront New Purchase Correction

Existing Mortgage Data

Duplicate PER ○ Yes   ● No

FHA Case Number [-]

Corrected Mortgage Data

Mortgagee ID [ ]

FHA Case Number [-]

Closing Date [/ /]

[Save] [Add New] [Done]

UpFront Refinance Payment

Authorization Number	
Issue Date	/ /
Effective Date	/ /
New FHA Case Number	-
Closing Date	/ /
Old FHA Case Number	-
UFMIP Amount	$0.00
Late Charge (4%)	$0.00
Interest Charge	$0.00
Total Remittance	$0.00

[Save] [AddNew] [Done]

UpFront Refinance Correction

Duplicate PER	○ Yes ◉ No
Orig Submitted FHA Case #	-
Closing Date	/ /
Corr New FHA Case #	-
Corr Mortgagee #	
Corr Old FHA Case #	-
Corr Auth Code	
Corr Issue Date	/ /

[Save] [AddNew] [Done]

UpFront Penalties

FHA Case Number [-]

Late Charge [$0.00]

Interest Charge [$0.00]

Total [$0.00]

[<u>S</u>ave] [<u>A</u>ddNew] [<u>D</u>one]

The Periodic Payment screen is a database of your existing case numbers. You must enter all case number information the first time you remit a periodic payment. Once they are entered, they will remain in the database until you delete them.

The FHA Case Number field is a 10-digit numeric field. All 10 digits must be entered. The Payment Amount field is a 7-digit field. The Payment Amount cannot exceed $99,999.99. The Loan Number is a 25-character alphanumeric field. This field is not required when remitting payments to HUD.

The screen can be sorted by any of the columns by clicking on the **Sort By** option and selecting which field you want to sort data. The FIND button enables you to enter information you want to find without paging through the screen. The **Find** options are FHA Case Number, Payment Amount, and Loan Number.

The DELETE button enables you to delete a particular case or all cases from the database. In order to delete you must select items individually or select all items. To select an item individually move the cursor to the beginning of the case number until you see a checkmark. When you see the checkmark, press the left mouse button to select. The line will be highlighted. If you want to select all items, click on the **Select All** button.

The PRINT button enables you to print a particular case or all cases on the database. Follow the same instructions as above to select the items you want to print.

The SELECT ALL and SELECT NONE buttons will highlight all items available on the database or "deselect" all items that were previously selected.

The Effective Date field is not required. If this field is not entered the system will default it to the next business day. If an effective date is input it must be in MM/DD/YYYY format. Transactions can be warehoused for up to one year. The Save button saves cases that are going to be transmitted to Mellon Bank for payment to HUD. You must select the items to be transmitted and then click on the **Save** button. The screen will automatically calculate the Total Number of Entries and the Total Payment Amount when the items are selected. Once you have saved the desired cases, click on the **Done** box to exit the screen and go to the screen where you can transmit your file.

☞ **Note:** Case Numbers that are included in a pending transmission will not appear on the database screen until they have been successfully transmitted.

Chapter 4: Help on HELP

Chapter Overview

This chapter provides instructions on how to use online HELP. The following topics will be discussed:

- How to Access Online HELP

- Menu Bar

- Button Bar

- How to Search for a Topic using the **Search Hyperview** and **Find+** buttons/options

- How to Copy into a Word Processing Application

- How to Print

- How to Exit

- Technical Support

The comprehensive HELP utility provided in the HUD MPC is your key to navigating through all the information available for you to access. It provides detailed descriptions of all the services, software features, and field and button definitions for each window. The HELP utility in the HUD MPC works very much like the HELP utility you will find in most Microsoft products since it is WINDOWS-based.

Accessing Online HELP

There are two ways you can access online HELP in HUD MPC (once you have double-clicked on the **HUD MPC** icon in the **Mellon Applications**):

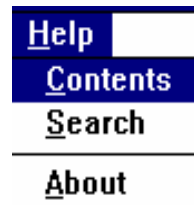- Click on **Help** on the menu bar.

  OR

- Use F10 to obtain field sensitive help.
- Use F1 to get HELP.

Additionally, WINDOWS Help is available by selecting the **Help on HELP** topic from the **HELP Contents** page.

Examining the HELP Options

The following illustration shows the HELP options you can select:

- **Contents**
  Transfers to the **Contents** page of HELP. Provides a listing of the basic HELP topics including Help on HELP which is a guide to all WINDOWS Help functions.

- **Search**
  Allows you to select and search on a specific item, topic or term by transferring you to the **Search** window in which you can enter all or part of the character string you wish to find.

- **About**
  Provides information on the version of the HUD MPC installed.

The HELP titlebar indicates that HUD MPC is the application on which you are requesting information.

Examining the HELP Menu Bar

The HELP menu bar contains the following WINDOWS' functions. More detail can be found in WINDOWS' documentation or online HELP.

- **File**
  Open, Print Topic, Print Setup, Hyperview, Find+, Exit.

- **Edit**
  Copy, Annotate.

- **Bookmark**
  Define.

- **Help**
  How to Use HELP, Always on Top, About HELP.

Examining the **HELP Button Bar**

- **Contents**
  Transfers to the Contents page of HELP. Provides a listing of the basic HELP topics including Help on HELP which is a guide to all WINDOWS' Help functions.

- **Search**
  Allows you to select and search on a specific item, topic, or term by transferring you to the Search window where you can enter all or part of the character string you wish to find.

- **Back**
  Displays the last topic you viewed, moving back one topic at a time in the order in which they were originally viewed.

- **History**
  Lists up to a maximum of 50 selections you viewed in the current session. To revisit a topic, double-click on it.

- **HyperView**
  Allows you to visually explore the entire HELP system and instantly access and print any topic. Automatically generates a true hierarchical view of the entire HELP system. Also contains its own HELP system relevant to **HyperView** only.

- **Find +**
  Lets you search for a wildcard, word or phrase through the entire text of the HELP system and shows all occurrences within each topic. It also shows you the topic text and lets you jump to or print that topic.

- **Glossary**
  Displays an index of general banking terms and specific terminology that coincides with the HUD MPC.

- **Exit**
  Removes the **Help** window and redisplays the previous window or the **HUD MPC** desktop.

How to View a HELP Topic

To view a HELP topic:

- With the mouse, click on the topic (underlined in green) you want to view with the hand pointer.

    OR

- Press the **<Tab>** key to select the topic and then press **<Enter>**.

How to Search for a HELP Topic

1. In the menu bar, click on **Help**.

2. From the drop-down list box, click on **Search**

3. In the dialog box, type in all or part of the topic on which you want to search. The listed topics will automatically scroll and display all pertinent topics in the list window.
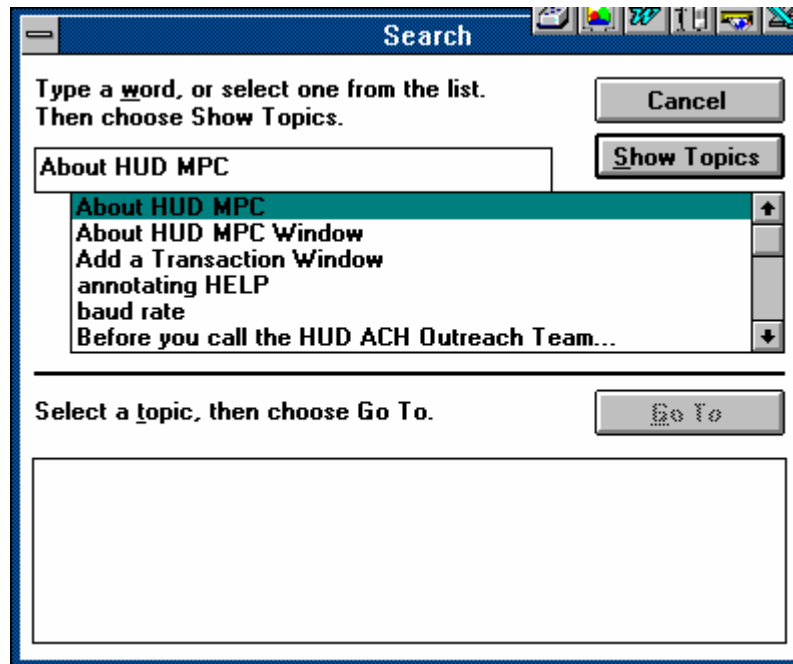
4. Highlight the topic in the list box.

5. Click on the **Show Topics** button.
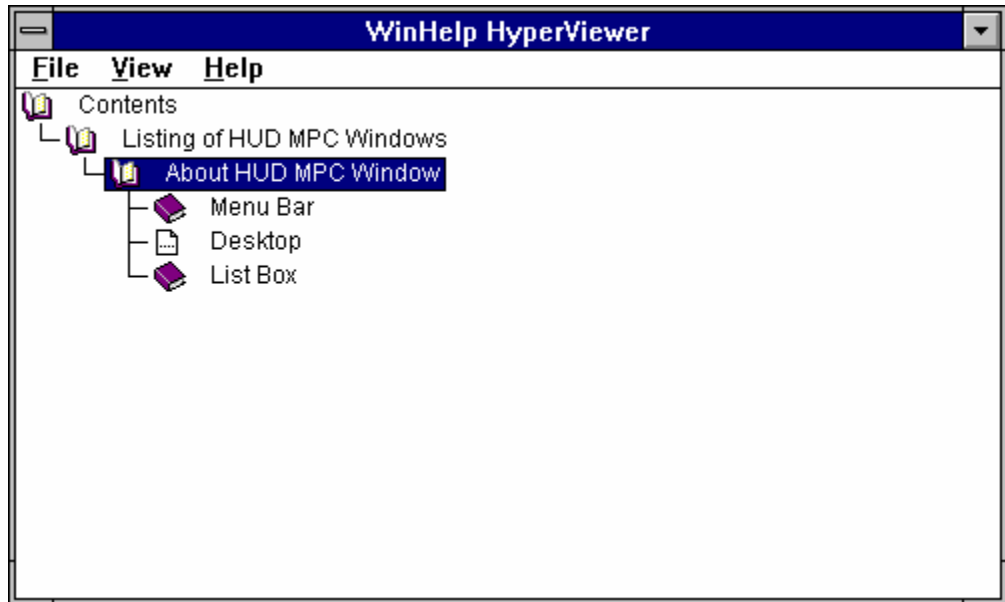
6. Click on the **Go To** button.

More information can be found in WINDOWS documentation or online HELP.

How to Use HyperView

1. Click on the **HyperView** button.

☞ **Note:** The first time you use **HyperView**, it will go through a loading process from WinHelp. Thereafter, the following window will automatically display:

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2. Each topic is represented by a closed Book. To open or close a topic, click once on a **Book**.

3. To display a topic, double-click on a **Book**.

4. To display a term or definition, double-click on a **Page**.

5. To print one or more topics, highlight a Book icon, click on **File**, then click on **Print Selected Topics**.

For more information, utilize the HELP function located in the WinHelp HyperViewer menu bar.

How to Use Find+

1. Enter search text in **Box 1** ("**Enter search text, then click Find**") of the **WinHelp Find+** window.

2. Click on the **Find** button. A message box displays the percentage complete while the system builds the information.

3. In **Box 2** ("**Select a topic**"), all topics containing the search text will appear. Click once on a topic to display the actual HELP text in **Box 3** ("**Topic Text**").
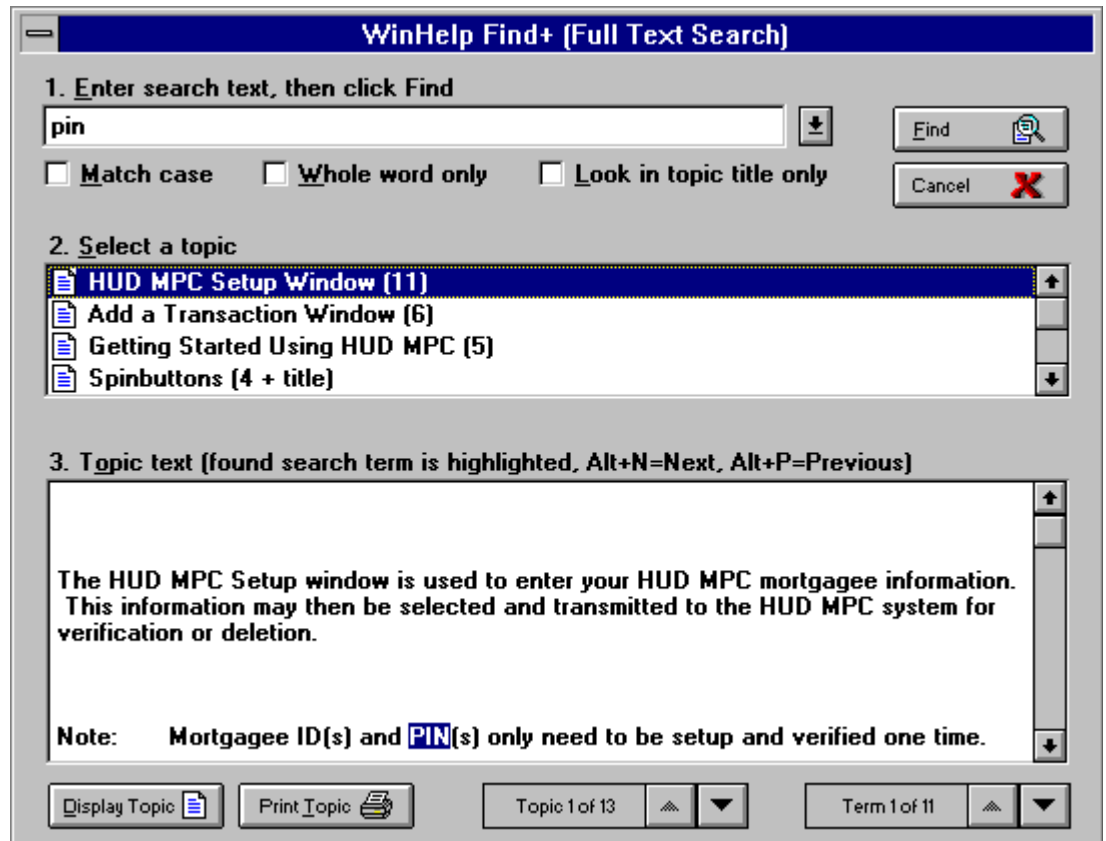
- **Display Topic Button**
  Removes the **Find+** window and jumps directly to the selected HELP topic.

- **Print Topic Button**
  Prints the selected (highlighted) topic.

- **Number of Topics**
  Shows how many topics can be displayed and you can scroll through them.

- **Number of Terms**
  Shows you how many times the term can be displayed in this session and allows you to scroll through each one.

How to Copy a HELP Topic to a Text Editor/WP Application

You can copy some or all of the text in a HELP topic to the **Clipboard**, and from the **Clipboard**, paste the HELP text to a text editor/word processing application, such as, **Notepad**, **Write**, **Word**, etc.

☞ **Note:** The **Clipboard** cannot copy graphics that may be part of a HELP topic.

To copy text from the current HELP topic to the **Clipboard**:

1. From the menu bar, click on **Edit** to display a drop-down list box.

2. From the list box, click on **Copy**... This displays the **Copy** window.

3. From the **Copy** window you can copy all of the text to the **Clipboard** by clicking on the **Copy** button.

   OR,

   Select the text you want to copy to the **Clipboard**, and then click on the **Copy** button.

4. You can then paste the text that is on the **Clipboard** into a HELP annotation, or into a document from another application, such as, **Notepad**, **Write**, **Word**, etc. Once you have pasted the HELP topic into a text editor/word processing application, you can manipulate the information and reformat it.

🕐 **Shortcut:** To copy the entire topic directly to the **Clipboard**, press the **<Ctrl+Insert>** keys.

How to Print HELP

You can print any HELP topic by clicking on the **Print Topic** button. A topic will print on the default printer. If you have more than one printer installed, you can make any of them the default printer. You can also change the options for the default printer.

To change printers and printer options:

1. From the menu bar, click on **File** to display a drop-down list box.

2. From the list box, click on **Print Setup...** to display the **Print Setup** dialog box.

3. From the **Print Setup** dialog box, click on the **Specific Printer** button and then click on the down arrow to display a list of the available printers. Select (highlight) the desired printer you wish to utilize.

4. To change the printer options, click on the **Options...** button.

5. This displays the **Options** dialog box where you can change the printer options (options vary, depending on the printer you select).

6. Click on **OK** to close the **Options** dialog box.

7. Click on **OK** again to close the **Print Setup** dialog.

☞ **Note:**   You cannot print information that is in a popup window (i.e., Glossary terms and definitions).

How to Exit HELP

Selecting **Exit** within HELP dismisses the **Help** window and redisplays the previous window or the desktop.

Within HELP, you can exit using any of the following methods:

- From the menu bar, click on **<u>F</u>ile**. This displays a drop-down list box.

- From the list box, click on **E<u>x</u>it**.

  OR

- From the **HELP** button menu bar, click on the **E<u>x</u>it** button.

  OR

- From the keyboard, type '**x**'.

Technical Support

When you have a question or require assistance while using the HUD Mortgage Premium Connection, the HUD ACH Outreach Team is ready to assist you.

HUD ACH Outreach Team

The HUD ACH Outreach Team is dedicated to servicing HUD MPC customers. You can reach the Center by dialing the number listed below. The Outreach Team associates not only have an in-depth knowledge of the HUD MPC product, they can also answer any mortgage specific questions you may have.

Telephone Number

To reach the HUD ACH Outreach Team, call:

202-537-8004

Helpful Hints

- Please make a record of your verification code. You may need to use this for future reference. Your verification code is a three-digit number followed by the letter U (i.e., 123U).

- It is recommended that periodically you save your transaction history onto a diskette and then delete the transactions from your hard drive.

- In order to select an entire row of data on a screen, take your cursor to the left of the first box listed. When the cursor changes to a checkmark, click your mouse. This will select the entire row of data.

Before You Call the HUD ACH Outreach Team...

Please review the checklist below for commonly overlooked errors:

☑ Check your modem settings in the **Communication Settings** window.

☑ Check the cable connections to and from your PC and modem to see if they are loose or disconnected.

☑ Check to make sure your modem is turned on.

☑ Check the telephone connections to see if they are loose or disconnected.

☑ Verify the communications settings (i.e., correct baud rate, port, dial type, etc.) in the **Communication Settings** window).

If none of the above seems to be the problem, power down the system (turn off), wait approximately 30 seconds before powering up (turn on) the PC again, and then log on to the HUD MPC.

If you are still having a problem, call the HUD ACH Outreach Team at 202-537-8004.

☞ **Note:**   For WINDOWS assistance, please contact Microsoft.

PLEASE BE READY TO PROVIDE THE FOLLOWING INFORMATION:

- Your HUD MPC version number (required). This information can be obtained by clicking on **Help** from the menu bar and then clicking on **About** the HUD MPC.

- Your local access number and the telecommunications vendor you are using (i.e., CompuServe, SprintNet, etc.) (optional).

- The program you are accessing (Upfront or Periodic) (required).

- Any error messages you may have received (required).